GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:3300
ANSWERED ON:10.12.2001
MISUSE OF AIR TICKETS
RAVINDRA KUMAR PANDEY

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether air tickets of various domestic airlines in the country are misused by several passengers;

(b) if so, the number of incidents noticed during the last three years till date; and

(c) the steps taken by the Government to prevent the misuse of such air tickets?

Answer

THE MINISTER OF CIVIL AVIATION (SHRI SYED SHAHNAWAZ HUSSAIN)

(a) & (b): Indian Airlines has reported 21 cases in which passengers were found to be misusing the air tickets during the period 1st December, 1998 to 6th December, 2001. (c) Indian Airlines has initiated following steps to prevent the misuse of air tickets:

(i) The mandatory and optional security features prescribed by International Air Transport Association (IATA) are being incorporated at the time of printing of tickets to prevent unauthorized alterations and tampering of air ticket.
(ii) Use of automated tickets to prevent fraudulent tampering and alterations.
(iii) In Departure Control System, the type of concession held by the ticket holder is indicated on the boarding card at the time of check in to prevent its misuse.
(iv) Regular awareness programmes are conduced for frontline staff to detect fraudulently altered and tampered tickets.
(v) Streamlining of Proforma for issuing Senior Citizen and Student Concessional Tickets.
(vi) Deterrent action has been taken against pasengers misusing Indian Airlines tickets and also travel agencies facilitating the misuse of such tickets.